



California State Board of Pharmacy

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STATE AND CONSUMER SERVICES AGENCY
DEPARTMENT OF CONSUMER AFFAIRS
GOVERNOR EDMUND G. BROWN JR.

ORGANIZATIONAL DEVELOPMENT COMMITTEE

Stan Weisser, RPh, Chairperson, Board President
Randy Kajioka, PharmD, Board Vice-President

The Organizational Development Committee will meet on July 16, 2012.

a. Budget Update/Report

1. Budget Report for 2011/12

Attachment 1

The final FY 2011/12 numbers will not be available until the beginning of August 2012, however **Attachment 1** displays various graphs depicting board revenue and expenditures for the first 11 months of the fiscal year.

Expenditures (as of May 2012): \$11,768,117

Maximum spending authority for year: \$14,400,000

Revenue Collected (as of May 2011): \$12,506,718

As the expenditure charts illustrate, 56% of the board's expenditures were attributed to personnel and 18% were related to enforcement. Revenue for the year came primarily from application and renewal fees, 88%; with citation and fines accounting for about 9%. Cost recovery only accounted for about 3% of the board's revenue.

The board has overspent its AG budget because the budget line item for several years has been insufficient to cover all of the legal services needed by the board. The board's budget currently authorizes \$1,568,863 in AG expenditures. In 2010/11 the board overspent its Attorney General budget by almost \$700,000. Although final budget figures are not yet available, board staff believes that the AG's budget will again far exceed our authorized expenditures, by roughly \$600,000. The board may need to seek a budget augmentation or face difficult choices and curtail its administrative cases.

2. Fund Condition Report

Attachment 2

According to a fund condition report prepared by the department (**Attachment 2**), the board will have the following fund conditions at the end of the identified fiscal years:

2010/11	\$13,678,000	11.5 months in reserve (actual)
2011/12	\$11,484,000	9.1 months in reserve
2012/13	\$8,405,000	6.6 months in reserve
2013/14	\$5,035,000	3.9 months in reserve

The fund condition provided in the attachment does not include actual revenue, but rather is based on the estimated revenue. An updated fund condition will be provided during the next board meeting, that will include actual revenue for FY 2011/12. When this reconciliation process is completed, we anticipate a larger fund reserve. Nevertheless, board staff will continue to closely monitor its fund condition to ensure the fiscal integrity of the board's operations and will recommend a fee increase only when necessary.

3. Budget Report for 2013/14

ATTACHMENT 3

The budget year began July 1, 2012 and will end June 30, 2013. The governor signed the budget June 28, 2012, and included \$15,289,000 spending authorization for our board. We have not received the line item authorizations for the year.

The administration remains very focused on reducing state spending. One of the cost saving areas identified was a strict restriction on travel. Recently the department released a memo to all Executive Officers and Bureau Chiefs reminding all of the current travel restrictions and the exemptions to such restrictions. Board staff remains cognizant of the travel restrictions and follow the exemption process developed by the DCA. After a cost analysis, it was decided that the October 2012 board meeting will be moved to Sacramento, which will result in a cost savings of about \$1500.

4. Update on BreEZe and DCA's Plans for a New Computer System

Background

As we have previously advised the board, for a number of years, the department has worked to replace and/or enhance its legacy licensing and enforcement tracking systems used by most DCA agencies that were developed in the 1980s. A few years ago, the department initiated an "I-Licensing" project which would have offered online application and renewal of licenses (a much needed relief from mail-in renewals).

Nearly two years ago, DCA's proposed Consumer Protection Enforcement Initiative also sought computer system upgrades with a new proposal for a department-wide computer system called BreEZe. Once in place the new system would allow for online renewal and application

processing, and will also replace the board's Consumer Affairs Systems and the Applicant Tracking System. BreEZe will piggyback on the efforts of the initial I-Licensing system and will ultimately allow for improved services for applicants and licensees as well as provide for a more robust internal computer system.

This new system is vital to the board's operations as the current system limitations significantly impede our ability to perform efficiently. Based on the current timeline for implementation, the board will be in the second phase of programs transitioning to the new system. As such, the board is about 2 years away from changing to this new system.

Previous Board Discussion

We continue to commit a significant amount of resources to this project to ensure the board's operational needs are met. The executive officer continues to serve as an executive sponsor of this project and was recently nominated to serve on a change control board, part of the established governance plan for this project. Two board staff have been working part-time for this project, assisting the department in documenting system requirements that meet the needs of our board as well as others through out the project. Further as the implementation date approached will be need to redirect other staff to ensure the necessary transition plans and data clean-up are in place to mitigate problems during the transition.

Recent Update

As the department and the vendor begin to work with boards transitioning to the new system in "Phase Two", additional resources will be redirected. The executive officer has identified several key subject matter experts that will be responsible for working with programs to identify program needs as well as ensure the appropriate functionality of the system prior to implementation. This major commitment of board resources to BreEZe is justified by the board's need for the system.

It is anticipated that the board will transition in late Spring of 2013 to this new system.

5. Reimbursement to Board Members

Attachment 4

Expenses and per diem payments to board members are provided in **Attachment 4**. These are hours and expenses claimed by board members during the indicated periods. Board members are paid for each day of a board meeting, but in accordance with board policy, may also submit hours for work performed doing additional board business.

b. FOR INFORMATION: Recognition Program of Pharmacists Who Have Been Licensed 50 Years in California

Since July 2005, the board has acknowledged 1262 pharmacists with 50 or more years of licensure as pharmacists in California. There were 73 pharmacists who reached this milestone between April and July 2012. When a pharmacist reaches this milestone, the board sends a certificate and an invitation to attend a future board meeting for public recognition.

c. FOR INFORMATION: Personnel Update

Attachment 5

The governor's budget included a slight reduction in authorized position, down from 84.4 authorized positions to 83.9 positions. This reduction reflects the elimination of a half-time, two-year limited term position the board received as part of the Consumer Protection Enforcement Initiative. In addition, pursuant to Budget Letter 12-03 (**Attachment 5**), the board is required to reduce its authorized position by an additional 3.9 no later than the end of July. The board will be achieving this reduction through attrition and elimination of vacant positions. This reduction is unfortunate as previous budget restrictions including hiring freezes prevented the board from filling mission critical positions. Below is a breakdown of the number of vacant positions.

- .5 technician responsible for receptionist duties
- .8 technician responsible for application review and back-up receptionist duties
- 1 analyst responsible for corresponding with consumer complainants and helping track complaints through the investigative and review process
- 7 Inspector positions primarily responsible for investigating complaints and conducting inspections

1. Board Member Vacancies

Since the last board meeting, two new members were appointment to the board and two members reappointed. Below is information from governor's press release.

Ryan Brooks, 41, of San Francisco, has been appointed to the California State Board of Pharmacy, where he has served since 2008. Brooks has been the vice president of government relations at CBS Outdoor since 2002. He was director of administrative services for the City and County of San Francisco from 1999 to 2002 and director of business development at EA Engineering from 1996 to 1999. Brooks served as director of community and public relations for the United States Navy, Western Division from 1994 to 1996, director of community relations at the Planning Research Corporation from 1992 to 1994 and advisor to the deputy undersecretary of defense for environmental securities at the Pentagon from 1992 to 1994. This position does not require Senate confirmation and the compensation is \$100 per diem. Brooks is a

Democrat.

Amy Gutierrez, 52, of Trabuco Canyon, has been appointed to the California State Board of Pharmacy. Gutierrez has been chief pharmacy officer and director of pharmacy at the Los Angeles County Department of Health Services since 2006 and was a leadership pod advisor at the California Healthcare Foundation's Healthcare Leadership Fellowship Program from 2007 to 2009. She has served as an adjunct professor of clinical pharmacy at the University of Southern California, School of Pharmacy since 2002 and at the Western University College of Pharmacy since 2010. Gutierrez worked in multiple positions at the Los Angeles County Martin Luther King, Jr. Medical Center from 1986 to 2005, including pharmacy director, assistant pharmacy director and in-patient pharmacy supervisor. She was a clinical pharmacist at Harbor-UCLA Medical Center from 1984 to 1986, a pharmacist at Los Angeles Community Hospital from 1983 to 1984 and an intern pharmacist at San Gabriel Valley Community Hospital from 1979 to 1983. Gutierrez earned a Doctorate of Pharmacy degree from the University of Southern California, School of Pharmacy. This position does not require Senate confirmation and the compensation is \$100 per diem. Gutierrez is a Democrat.

Gregory Lippe, 66, of Woodland Hills, has been appointed to the California State Board of Pharmacy, where he has served since 2009. Lippe has been president at Gregory N. Lippe Accountancy Corporation since 1981. He was managing partner at Lippe Hellie Hoffer and Allison LLP from 1994 to 2009 and president at Solomon Ross and Company from 1983 to 1994. Lippe was chief financial officer at Riverside Lumber Yard from 1981 to 1983, a certified public accountant at Solomon Ross and Company from 1969 to 1981 and an accountant at Touche Ross and Company from 1967 to 1969. This position does not require Senate confirmation and the compensation is \$100 per diem. Lippe is a Democrat.

Albert C. M. Wong, 61, of Orinda, has been appointed to the California State Board of Pharmacy. Wong has been a co-owner of Oakland Pharmacy Inc. since 1980. He was a pharmacist at the Oakland Children's Hospital Medical Center from 1980 to 1983 and was an intern and pharmacist at Kaiser Hospital in San Francisco from 1976 to 1979. Wong earned a Doctorate of Pharmacy degree from the University of California, San Francisco School of Pharmacy. This position does not require Senate confirmation and the compensation is \$100 per diem. Wong is a Democrat.

With these appointments the board has 12 board members and one vacancy. The vacant position is a Governor Appointment and is for a professional member representing labor.

2. Staff Changes

On June 25, 2012, the board hired three new inspectors:

- Moneet Kaur
- Brandon Mutrux
- Diann Potter

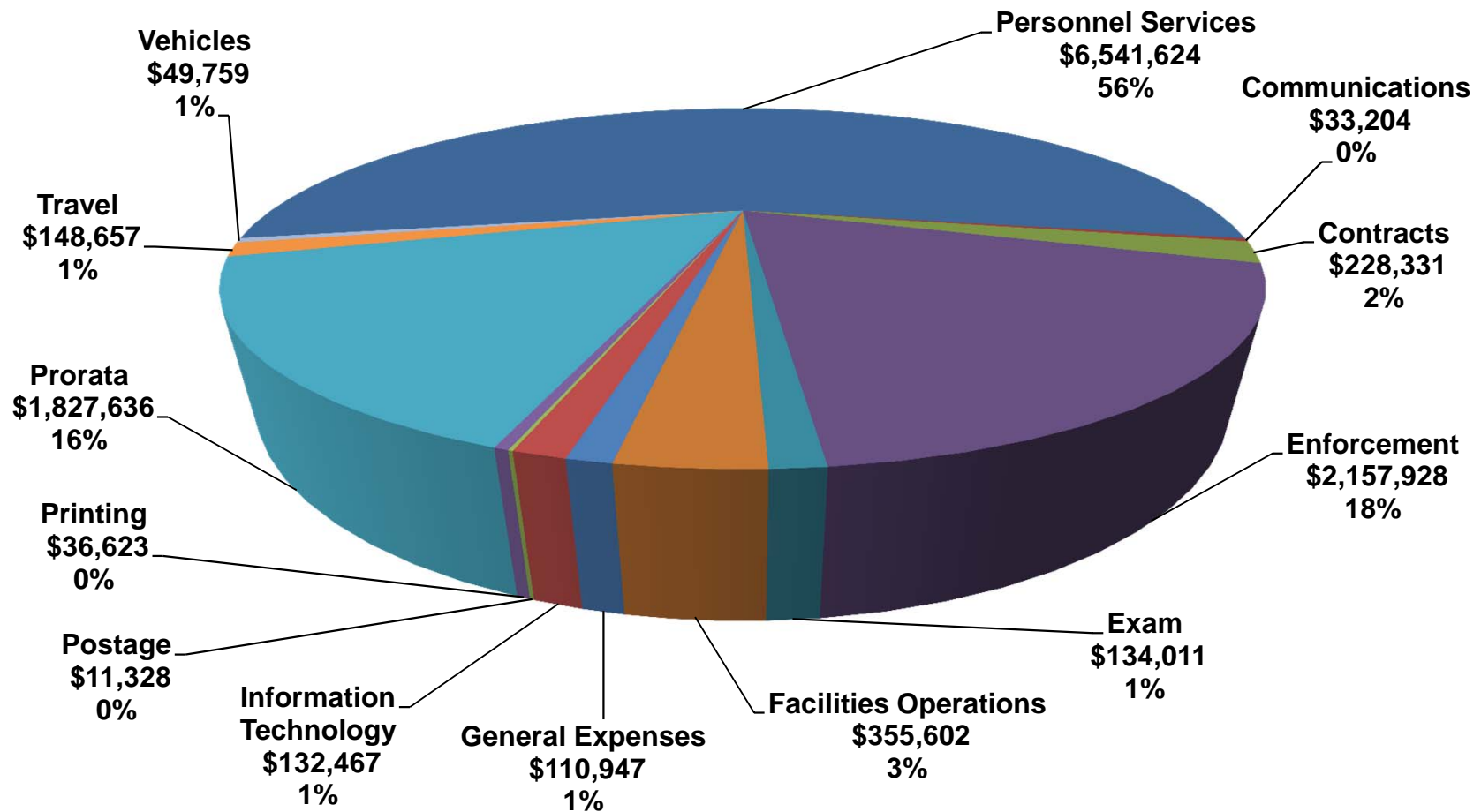
d. FOR DISCUSSION: Fourth Quarterly Report on the Committee's Goals for 2011/12

Attachment 6

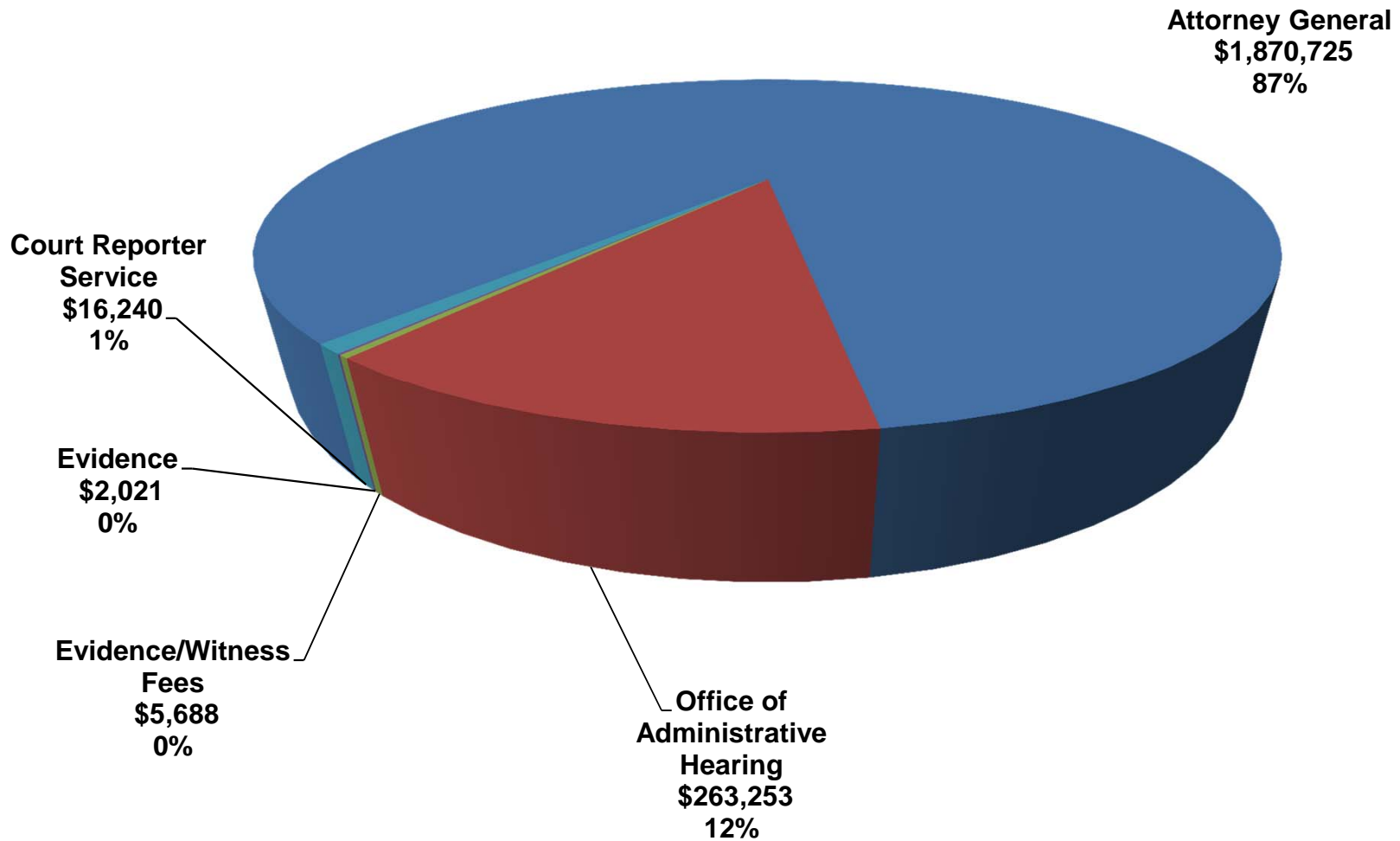
The fourth quarterly report on the Organizational Development Committee's goals is provided in **Attachment 6**.

Attachment 1

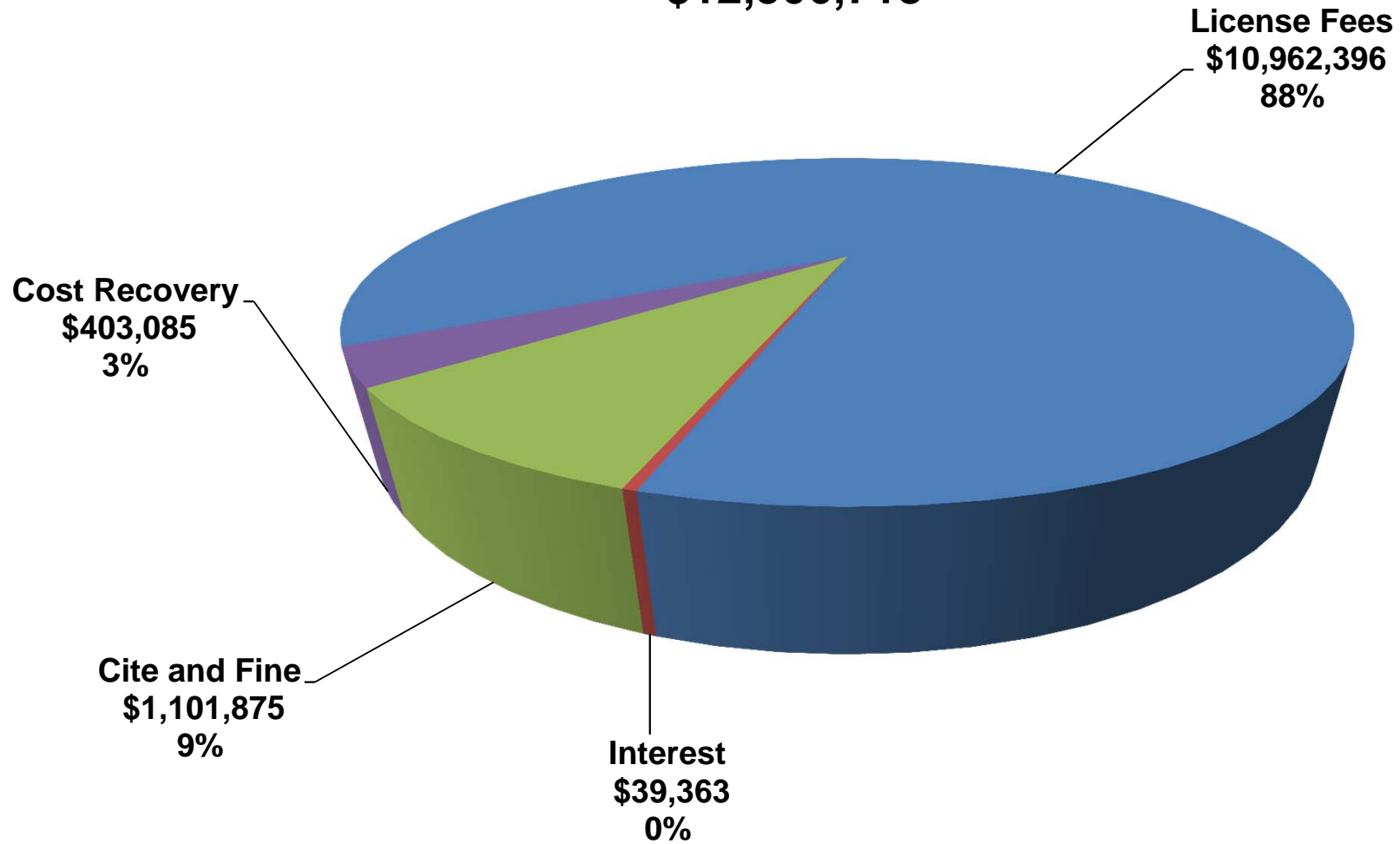
**FY 2011/2012
Expenditures
FM 11
\$11,768,117**



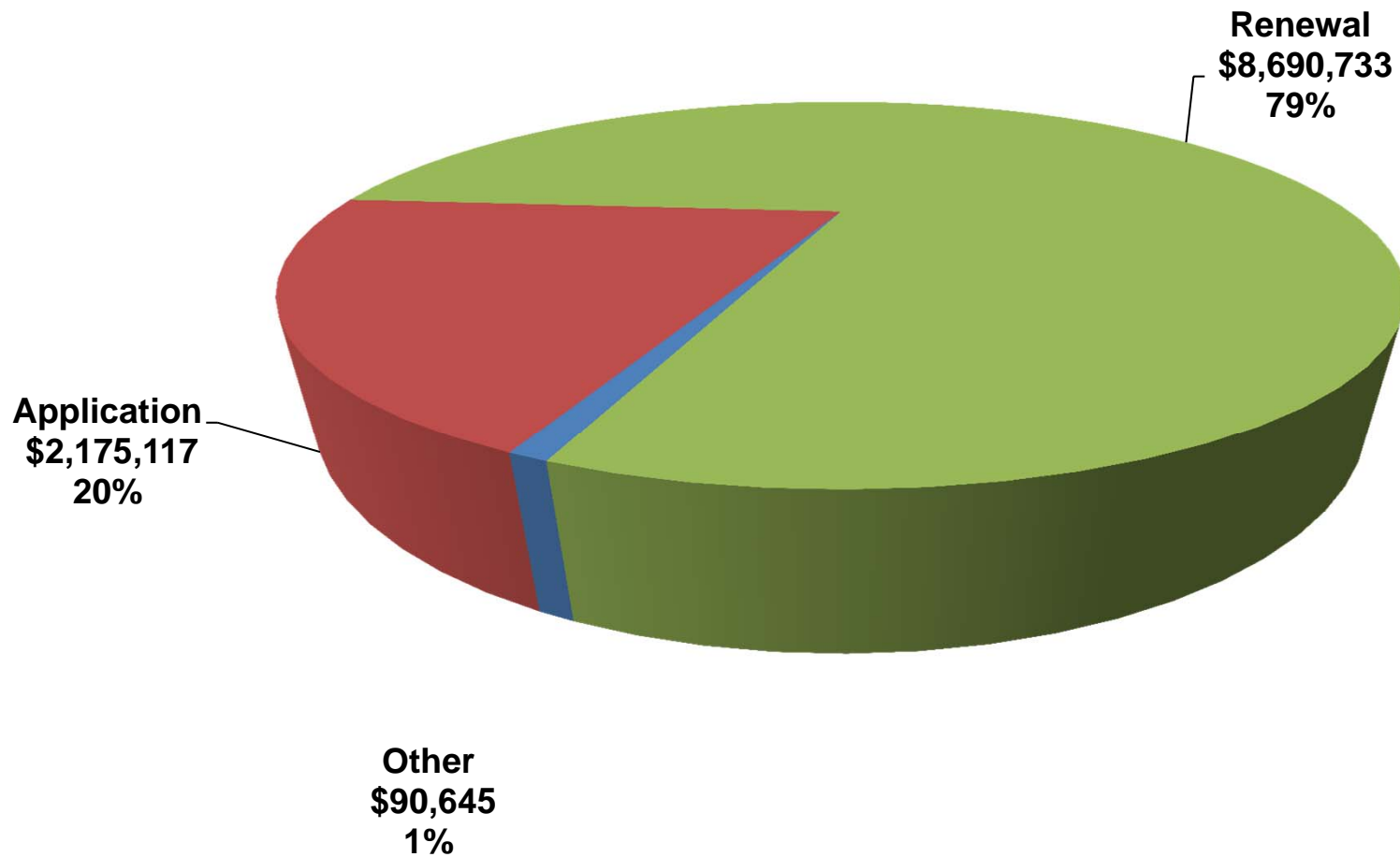
**Enforcement Expenditures
FY 2011/2012
FM 11
\$2,157,928**



**Origin of Revenue
FY 2011/2012
FM 11
\$12,506,718**



**Application vs. Renewal Fees
FY 2011/2012
\$10,956,495**

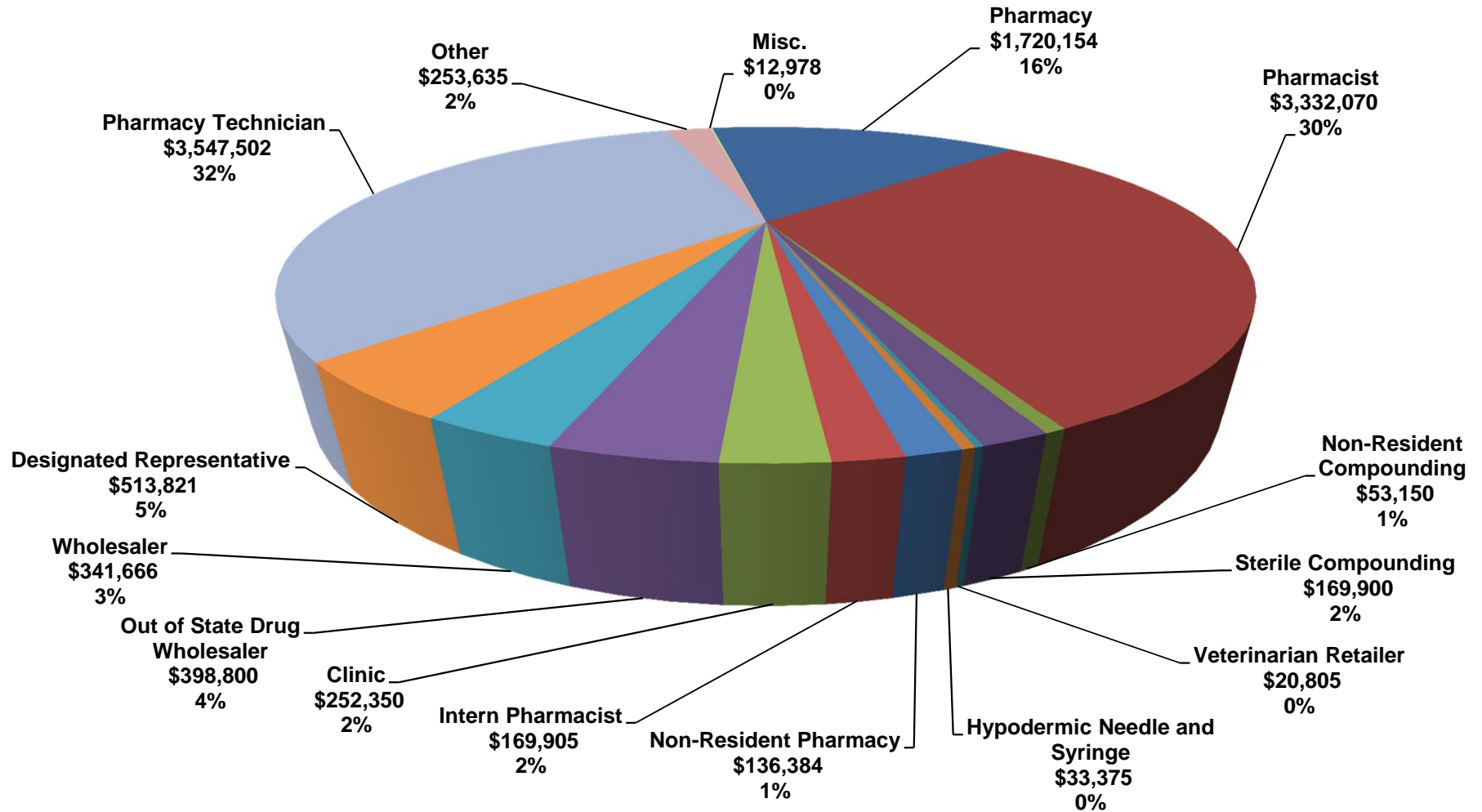


Revenue By Program

FY 2011/2012

FM 11

\$10,956,495



Attachment 2

0767 - State Board of Pharmacy

Analysis of Fund Condition

Prepared 7/6/2012

(Dollars in Thousands)

FY 2012-13 Governor's Budget + Fi\$Cal Assessment Adjustment

Governor's Budget

NOTE: \$1.0M GF Loan Outstanding

BEGINNING BALANCE

Prior Year Adjustment
Adjusted Beginning Balance

ACTUAL 2010-11	CY 2011-12	BY 2012-13	BY +1 2013-14	BY +2 2014-15
\$ 12,411	\$ 13,678	\$ 11,484	\$ 8,405	\$ 5,035
\$ (118)	\$ -	\$ -	\$ -	\$ -
\$ 12,293	\$ 13,678	\$ 11,484	\$ 8,405	\$ 5,035

REVENUES AND TRANSFERS

Revenues:

125600	Other regulatory fees	\$ 1,215	\$ 987	\$ 987	\$ 987	\$ 987
125700	Other regulatory licenses and permits	\$ 2,432	\$ 2,395	\$ 2,395	\$ 2,395	\$ 2,395
125800	Renewal fees	\$ 8,258	\$ 8,377	\$ 8,377	\$ 8,377	\$ 8,377
125900	Delinquent fees	\$ 139	\$ 136	\$ 136	\$ 136	\$ 136
131700	Misc. revenue from local agencies	\$ 8	\$ 7	\$ 7	\$ 7	\$ 7
141200	Sales of documents	\$ -	\$ -	\$ -	\$ -	\$ -
142500	Miscellaneous services to the public	\$ -	\$ -	\$ -	\$ -	\$ -
150300	Income from surplus money investments	\$ 65	\$ 114	\$ 83	\$ 50	\$ 13
150500	Interest Income From Interfund Loans	\$ -	\$ -	\$ -	\$ -	\$ -
160400	Sale of fixed assets	\$ 3	\$ 5	\$ 5	\$ 5	\$ 5
161000	Escheat of unclaimed checks and warrants	\$ 8	\$ 8	\$ 8	\$ 8	\$ 8
161400	Miscellaneous revenues	\$ 5	\$ 4	\$ 4	\$ 4	\$ 4
	Totals, Revenues	\$ 12,133	\$ 12,033	\$ 12,002	\$ 11,969	\$ 11,932

Transfers **from** Other Funds

F00001 GF Loan Repayment (Budget Act of 2008)

\$ -	\$ -	\$ -	\$ -	\$ -
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Transfers **to** Other Funds

Totals, Revenues and Transfers

\$ 12,133	\$ 12,033	\$ 12,002	\$ 11,969	\$ 11,932
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Totals, Resources

\$ 24,426	\$ 25,711	\$ 23,486	\$ 20,374	\$ 16,967
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EXPENDITURES

Disbursements:

0840	State Operations	\$ 23	\$ 14	\$ 14	\$ -	\$ -
8880	FISC (State Operations)		\$ 41	\$ 29	\$ -	\$ -
1110	Program Expenditures (State Operations)	\$ 10,725	\$ 14,172	\$ 15,038	\$ 15,339	\$ 15,646
	Total Disbursements	\$ 10,748	\$ 14,227	\$ 15,081	\$ 15,339	\$ 15,646

FUND BALANCE

Reserve for economic uncertainties

\$ 13,678	\$ 11,484	\$ 8,405	\$ 5,035	\$ 1,321
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Months in Reserve

11.5	9.1	6.6	3.9	1.0
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** Reflects historical Cite and Fine revenue

NOTES:

- A. ASSUMES WORKLOAD AND REVENUE PROJECTIONS ARE REALIZED FOR 2013-14 AND ON-GOING.
- B. ASSUMES APPROPRIATION GROWTH OF 2% PER YEAR.
- C. ASSUMES INTEREST RATE OF 1%

Attachment 3



MEMORANDUM

DATE July 9, 2012

TO Executive Officers and Bureau Chiefs

FROM Reichel Everhart, Deputy Director for Board Relations

SUBJECT **Board and Bureau Travel and Meeting Locations**

Background: In light of the Governor's Executive Order B-06-11 regarding travel, a meeting was called on Tuesday, May 29, 2012 to discuss travel restrictions and board meeting travel. Below is a summary on the matters discussed.

TRAVEL

Discretionary Travel

Governor's Executive Order B-06-11 prohibits discretionary travel and established criteria for all travel considered "mission critical."

Mission Critical was described as travel directly related to:

- Enforcement responsibilities.
- Auditing.
- A function required by statute, contract or executive directive.
- Job-required training necessary to maintain licensure or similar standards required for holding a position.

Mission Critical does not mean travel to attend the following:

- Conferences (even those that historically have been attended).
- Networking opportunities.
- Professional development courses.
- Continuing education classes and seminars.
- Non-essential meetings that can be conducted by phone or video conference.
- Events for the sole purpose of making a presentation unless approved by the Department Director.

Appearance

In addition to the criteria established for travel requests, Agency Secretary Anna Caballero and DCA Director Denise Brown have requested that the executive officers and bureau chiefs consider locations that are cost-effective and minimize travel requirements on board members. When choosing locations, executive officers and bureau chiefs are to take into account the perception the public might receive from these sites.

Executive officers and bureau chiefs are highly encouraged to look into the following resources when coordinating meeting facilities:

- State buildings and public locations that may be used for free or at a low cost.
- Consider conducting meetings via teleconference when appropriate.
- Avoid locations that are considered resorts, spas, or “destination locations” (example instead of San Francisco consider Burlingame).
- Combining Board meetings with other meetings (i.e. Board Meeting and Strategic Planning Session).

Attachment 4

**Board Member Reimbursement
And
Travel Expenses**

July 1, 2011 through June 30, 2012

Board Members	Attendance Hours*	Travel Expenses**
Badlani, Neil	160	\$722.89
Brooks, Ryan	80	0
Castellblanch, Ramón	64	\$323.55
Hackworth, Rosalyn	80	\$3418.36
Kajioka, Randy	96	0
Lippe, Gregory	80	0
Veale, Deborah	96	\$1772.20
Weisser, Stanley	112	\$5407.24
Wheat, Shirley	64	0
Zee, Tappan	144	0

***Board Member Attendance Hours reflects the number of hours for which board members have been reimbursed. Board members may choose not to seek reimbursement for work performed for the board.**

****Board Member Travel Expenses reflects the amount of expenses for which board members have been reimbursed. Board members may choose not to seek reimbursement for travel expenses related to board business.**

Attachment 5

BUDGET LETTER

SUBJECT: ADJUST BUDGET DISPLAY TO REFLECT ACTUAL EXPENDITURES AND ELIMINATE SALARY SAVINGS	NUMBER: 12-03
REFERENCES:	DATE ISSUED: March 12, 2012
	SUPERSEDES:

TO: Agency Secretaries
Department Directors
Departmental Deputy Directors of Administration
Departmental Budget Officers
Departmental Personnel Officers
Department of Finance Budget Staff

FROM: DEPARTMENT OF FINANCE

Deadlines and Deliverables	
April 9, 2012	Attachments 1 and 2, and backup documentation to your Department of Finance (Finance) budget analyst.
3 days after plan approval	Attachment 3 to your Finance budget analyst.

This Budget Letter (BL) provides direction to departments to make necessary adjustments to accurately reflect budget expenditures and positions for a more transparent budget. This adjustment will eliminate budgeted salary savings and allocate that amount to accurately reflect how state operation funds are being expended. Each department is directed to rebase current funding for state operations by performing an analysis of this funding in prior years and reallocating funds to expenditure categories in which they are actually being expended. This is expected to result in the elimination of positions historically held vacant to support the operational needs of departments. **Although dollars may be redistributed within state operations expenditure categories and positions may be reduced, this process will not result in a change to each department's total state operations funding.** This activity will be completed in time for inclusion in the Budget Act of 2012.

On Thursday, March 15, and Monday, March 19, Finance will conduct several sessions of mandatory training for department staff and Finance budget analysts to provide assistance in complying with this BL and explain how to calculate the costs of April 1 and May Revision budget change proposals. Departments are strongly encouraged to send their Deputy Director of Administration, or equivalent, and a departmental budget analyst. Departments will register for a training session time through their Finance budget analyst. Departments should coordinate with their Finance budget analyst to attend the same training session.

Instructions:

Each department will be required to analyze all its authorized positions and eliminate positions or groups of positions that have been historically vacant. To accomplish this, the department will use Attachment 1 to complete an analysis of vacant positions in prior years. A comparison of past year to current year positions in the Salaries and Wages publication (Schedule 7A) and the Expenditures by Category should be used to analyze position vacancies in prior budgets. Once the number of historically vacant positions has been identified, total authorized positions should be reduced to reflect the average number of filled positions the department utilizes on an annual basis. As part of the personal services analysis, consider the impacts of the 2010-11 hiring freeze and approved exemptions. In addition, past year expenditures for staff benefits, temporary help, leave buyouts, and overtime need to be examined to determine how funding should be

redistributed. The funding associated with the deleted positions should be redistributed, and appropriate dollars can be moved into the temporary help blanket, if necessary, for a department to operate at full employment at any given point in time.

Once personal services and associated funding available for redistribution have been determined, prior budgets must be analyzed to review past funding for Operating Expenses and Equipment (OE&E). The Past Year columns of the DF-300, Supplementary Schedule of OE&E, should be used to analyze OE&E expenditures. Based on the analysis, departments will determine how much funding is necessary to fully fund OE&E.

After completing the analysis of both personal services and OE&E expenditures, departments will summarize their plan for reallocating funds within expenditure categories and eliminating authorized positions on Attachment 2.

Once budgeted expenditures for personal services and OE&E have been aligned with past expenditure patterns, the salary savings line will no longer be necessary because that amount will be allocated to the appropriate category within the Expenditures by Category. Accurately reflecting utilized positions should result in a decrease in the number of authorized positions, but will not result in an increase to the number of authorized positions. As part of the proposed plan, departments will be required to provide backup documentation, in addition to Attachment 1, that was used to justify the reallocation of expenditures by category and position authority. Finance budget analysts will work with departments throughout the process as the plans are developed. Please refer to the following examples for clarification:

Example 1:

This example represents a department that fills all authorized positions, with the exception of those identified for salary savings, and results in no change to the current funding for authorized positions. In this case, removing salary savings would result in an adjustment to the Authorized Positions and the elimination of positions outlined as salary savings.

Please Note: Total expenditures remain the same.

EXAMPLE 1				
EXPENDITURES BY CATEGORY	Positions/Personnel Years		Expenditures	
	BY		BY	
	Current	Proposed	Current	Proposed
1 STATE OPERATIONS				
PERSONAL SERVICES				
Authorized Positions (Equals Sch. 7A)	10.0	9.5	\$100	\$95
Estimated Salary Savings	-0.5	0.0	-5	0
Net Totals, Salaries and Wages	9.5	9.5	\$95	\$95
Staff Benefits	-	-	10	10
Totals, Personal Services	9.5	9.5	\$105	\$105
OPERATING EXPENSES AND EQUIPMENT			\$20	\$20
TOTALS, POSITIONS AND EXPENDITURES, ALL FUNDS (State Operations)			\$125	\$125

Example 2:

In this example, actual salary savings exceed budgeted salary savings. This department would consistently have positions, over and above salary savings positions, which remain vacant throughout the year to fund personal services (such as staff benefits, temporary help, and overtime) or OE&E. In this example, the excess funding for the vacant positions would be moved to the line items in which the funds are actually being spent. The removal of the funding for these positions would also result in the elimination of the vacant positions as reflected in Authorized Positions below and the redistribution of funding to better align how authorized funding is being utilized.

Please Note: Total expenditures remain the same.

EXAMPLE 2				
EXPENDITURES BY CATEGORY	Positions/Personnel Years		Expenditures	
	BY		BY	
1 STATE OPERATIONS	Current	Proposed	Current	Proposed
PERSONAL SERVICES				
Authorized Positions (Equals Sch. 7A)	10.0	8.5	\$100	\$85
Estimated Salary Savings	-0.5	0.0	-5	0
Net Totals, Salaries and Wages	9.5	8.5	\$95	\$85
Staff Benefits	-	-	10	15
Totals, Personal Services	9.5	8.5	\$105	\$100
OPERATING EXPENSES AND EQUIPMENT			\$20	\$25
TOTALS, POSITIONS AND EXPENDITURES, ALL FUNDS (State Operations)			\$125	\$125

Example 3:

This example represents a department that fills all authorized positions and uses funding from staff benefits or OE&E to fully fund filled positions. In this example, the department utilizes all of their authorized positions and removing salary savings would result in an adjustment to staff benefits and OE&E.

Please Note: Total expenditures remain the same.

EXAMPLE 3				
EXPENDITURES BY CATEGORY	Positions/Personnel Years		Expenditures	
	BY		BY	
1 STATE OPERATIONS	Current	Proposed	Current	Proposed
PERSONAL SERVICES				
Authorized Positions (Equals Sch. 7A)	10.0	10.0	\$100	\$100
Estimated Salary Savings	-0.5	0.0	-5	0
Net Totals, Salaries and Wages	9.5	10.0	\$95	\$100
Staff Benefits	-	-	10	7
Totals, Personal Services	9.5	10.0	\$105	\$107
OPERATING EXPENSES AND EQUIPMENT			\$20	\$18
TOTALS, POSITIONS AND EXPENDITURES, ALL FUNDS (State Operations)			\$125	\$125

All budgetary changes to 2012-13 authorized position authority and categories outlined in the Expenditures by Category will be part of a statewide May Revision Finance Letter. Each department will submit Attachment 1 and Attachment 2 to your Finance budget analyst as soon as possible, but no later than **Monday, April 9, 2012**. Three days after approval of the plan by Finance, Attachment 3 will be due to your Finance budget analyst to ensure that the Change Book information accurately reflects the necessary changes to the 2012-13 Governor's Budget. Change Book entries will be discussed in training. Departments must submit Change in Established Positions (Std. 607) forms identifying which specific positions will be eliminated to the State Controller's Office within 30 days of enactment of the Budget Act of 2012 and provide a copy to your Finance budget analyst.

In addition to the adjustments outlined above, departments will have flexibility to use blanket authority to fill positions beyond approved position authority on a temporary basis for operational needs. Because budgeted authorized positions will be based on an average rate of filled positions, departments may hire permanent employees within the blanket if no vacant positions exist; however, the employee must be moved from the blanket once an authorized position becomes vacant. The temporary help blanket can be used for both temporary issues and temporary positions consistent with the requirements outlined in State Administrative Manual Section 6518. The blanket can be used for the following temporary issues: retired annuitants, seasonal staff, or payment of leave balances. The blanket also can be used for permanent employees on a temporary basis to meet the department's operational needs. Departments that have existing blanket authority will need to work with their Finance budget analyst to establish the appropriate level of authority for their blanket. Departments that do not have existing blanket authority will need to discuss the potential need for establishing blanket authority and, if necessary, the appropriate level of authority.

If you have any questions regarding this BL or to schedule training, please contact your Finance budget analyst.

/s/ Todd Jerue

TODD JERUE
Chief Operating Officer

Attachment

Attachment 6

ORGANIZATIONAL DEVELOPMENT COMMITTEE

Goal 5: Achieve the board's mission and goals.

Outcome: An effective organization.

Objective 5.1	Obtain 100 percent approval for identified program needs by June 30, 2011.
Measure:	Percentage approved for identified program needs.
Tasks:	<p>1. Review workload and resources to streamline operations, target backlogs and maximize services.</p> <p><i>1st Qtr 08/09: State government without budget and then facing severe deficit triggers layoffs, hiring freezes, contract suspensions that impact board operations</i></p> <ul style="list-style-type: none"> • Loss of six staff • Suspension of all contracts for two months • Inability to hire for three vacant positions, including two manager positions and three enforcement positions. • Suspend response to all status inquiries in Licensing Unit to focus on application processing. <p><i>3rd Qtr 08/09: Board undergoes 10 percent reduction in staff salaries and two working days furlough each month, effective February 2009 to reduce state expenses.</i></p> <p><i>4th Qtr 08/09: Waivers sought for 2009/2010 contracts to ensure necessary services are available to the board.</i></p> <p><i>1st Qtr 09/10: Staff furloughed three days per month through June 2010. Office to be closed three days per month. Workload expenses examined to ensure maximum effectiveness.</i></p> <p><i>2nd Qtr 09/10: Redirections continue to address workload demands.</i></p> <p><i>3rd Qtr 09/10: Deferred furloughs to address licensing backlog.</i></p> <p><i>4th Qtr 09/10: Deferred furloughs to address licensing backlog.</i></p> <p><i>1st Qtr 10/11: Furlough order reinstituted for all office and management staff. Office closed 3 days a month.</i></p> <p><i>2nd Qtr 10/11: Hiring freeze in effect, but furloughs reduced to one day per month.</i></p> <p><i>3rd Qtr 10/11: Hiring freeze remains in effect.</i></p> <p><i>Board secures exemption to hire 8 investigation staff.</i></p> <p><i>4th Qtr 10/11: Hiring freeze remains in effect.</i></p> <p><i>Board secures exemption to hire 1 clerical and 3 investigation staff.</i></p> <p><i>3rd Qtr 11/12: Application for pharmacy technicians approved and put into use</i></p> <p><i>4th Qtr 11/12: Application for Registered Pharmacist and Intern Pharmacist approved by the Office of Administrative Law.</i></p>

2. **Develop budget change proposals to secure funding for needed resources.**
 - 1st Qtr 08/09: Board staff prepare legislative Budget Change Proposal to secure one half-time manager position to address workload associated with SB 1441 (Ridley-Thomas) Healing Arts Rehabilitation Program.*
 - 2nd Qtr 08/09: Budget Change Proposal on SB 1441 denied due to language in bill preventing staff augmentations.
Board submits Criminal Convictions Unit proposal for 6.5 staff positions to strengthen and expedite review of arrest and conviction notices involving board applicants and licensees, \$600,000 annually.*
 - 3rd Qtr 08/09: Criminal Conviction Unit approved and inserted into 2009/2010 Governor's Budget.*
 - 4th Qtr 08/09: Staff hired for Criminal Conviction Unit.*
 - 2nd Qtr 09/10: Twenty-two enforcement staff added in Governor's 2010/2011 Budget to reduce investigation time.
Two licensing staff proposed to address increase in applications.*
 - 4th Qtr 09/10: Board staff prepare budget change proposal for budget year 2011/12.*
 - 1st Qtr 10/11: Board focuses on securing DCA's BreEZe computer system and hiring the 22.5 enforcement staff added to the 2010/11 budget.*
3. **Perform strategic management of the board through all committees and board activities.**
 - 1st Qtr 08/09: Strategic Plan approved at the July 2008 Board Meeting. Staff initiates redesign of quarterly reporting format and incorporates changes to plan.*
 - 2nd Qtr 08/09: Quarterly reports provided at board meeting updating Strategic Plan.*
 - 3rd Qtr 08/09: Quarterly reports provided at board meeting updating Strategic Plan.*
 - 4th Qtr 08/09: Strategic plans for each committee reviewed and revised for 2009/2010.
Board will act on new Strategic Plan components at the July 2009 Board Meeting.*
 - 1st Qtr 09/10: Quarterly reports provided at board meeting updating Strategic Plan.*
 - 2nd Qtr 09/10: Quarterly reports provided at board meeting updating Strategic Plan.*
 - 3rd Qtr 09/10: Quarterly reports provided at board meeting updating Strategic Plan.*
 - 4th Qtr 09/10: Quarterly reports provided at board meeting updating Strategic Plan.
Board committees consider strategic plan changes for fiscal year 2010/11.*
 - 1st Qtr 10/11: Quarterly reports provided at board meeting updating Strategic Plan.
Board approves updated strategic plan for 2010/2011.*
 - 2nd Qtr 10/11: Quarterly reports provided at board meeting updating Strategic Plan.
Staff begin search for a consultant to lead the board in developing the 2011/12 – 2016/17 strategic plan.*
 - 3rd Qtr 10/11: Three consultants interviewed to lead board in new strategic plan.
Board staff perform an environmental scan and assessment of board strengths and weaknesses.*
 - 4th Qtr 10/11: Contract awarded for consultant to work with board on development of new strategic plan.*
 - 1st Qtr 11/12: Board staff prepare Budget Change Proposal for budget year 2012/13.
Board holds strategic planning session with consultant.*
 - 3rd Qtr 11/12: Staff completes final modification to 2012-2017 Strategic Plan, and board to review and approve.*
 - 4th Qtr 11/12: Board approves new Strategic Plan.*

	<p>4. Manage the board's financial resources to ensure fiscal viability and program integrity.</p> <p>1st Qtr 08/09: <i>Fee audit initiated then suspended by state budget impasse. Staff successful in seeking exemption and work resumed.</i> <i>Staff complete budget forecast for 2009/2010 workload and revenue.</i></p> <p>2nd Qtr 08/09: <i>Fee audit completed.</i></p> <p>3rd Qtr 08/09: <i>Fee audit submitted to board at January Meeting; proposed new fees for 2010 identified.</i></p> <p>4th Qtr 08/09: <i>Budget examined to identify expenses in future fiscal year.</i></p> <p>1st Qtr 09/10: <i>Fee bill (AB1077 , Emmerson) enacted to increase statutory maximum in fees, the first fee bill sought by the board since 1987.</i> <i>New fees for nine classes will take effect 1/1/10; other fees will remain essentially the same.</i></p> <p>Jan. 2010: <i>New fees take effect.</i></p> <p>3rd Qtr 09/10: <i>Staff submit a 5% reduction plan to DCA.</i></p> <p>4th Qtr 09/10: <i>Budget examined to identify expenses in future fiscal years.</i></p> <p>1st/2nd Qtr 10/11: <i>Hiring freeze prevents board from filling vacant positions. Board required to reduce 5% of its personnel expenditures as required by the Governor.</i></p> <p>3rd Qtr 10/11: <i>Hiring freeze still in effect, but DCA allows employees to transfer within its agencies and divisions.</i> <i>Executive orders reduce cellular telephones in use - board managers reduce 4 phones.</i></p>
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Objective 5.2	Maintain 100 percent staffing of all board positions.
Measure:	Percentage staffing of board positions.
Tasks:	<p>1. Continue active recruitment of pharmacists for inspector positions.</p> <p><i>1st Qtr 08/09: Board inspectors positions at full staffing.</i></p> <p><i>2nd Qtr 09/10: Two inspectors retire. Board secures continuous recruitment for inspector positions, and begins plans to hold a civil service exam for this class.</i></p> <p><i>3rd Qtr 09/10: Inspector Exam administered.</i></p> <p><i>4th Qtr 09/10: Board inspector retires.</i></p> <p><i>1st Qtr 10/11: Second inspector exam administered.</i></p> <p><i>Supervising inspector exam administered.</i></p> <p><i>Hiring freeze ordered effective August 30, 2010.</i></p> <p><i>2nd Qtr 10/11: Board submits exception seeking approval to hire inspectors & supervising inspectors.</i></p> <p><i>3rd Qtr 10/11: Board submits new exception requests for 8 inspectors and supervising inspector positions.</i></p> <p><i>4th Qtr 10/11: Seven new staff hired.</i></p> <p><i>Exemption for 3 new inspectors, recruitment initiated.</i></p> <p><i>1st Qtr 10/11: Exemption to backfill vacancy submitted.</i></p> <p>2. Vigorously recruit for any vacant positions.</p> <p><i>1st Qtr 08/09: Initiate recruitment for enforcement analyst and legislation and regulation manager.</i></p> <p><i>Recruitment suspended on vacant positions pursuant to the Executive Order.</i></p> <p><i>Board seeks exemptions to rehire key staff. All exemptions denied.</i></p> <p><i>2nd Qtr 08/09: Three staff vacancies exist.</i></p> <p><i>3rd Qtr 08/09: One staff vacancy exists.</i></p> <p><i>4th Qtr 08/09: All positions filled.</i></p> <p><i>2nd Qtr 09/10: One office technician (OT) position vacant, recruiting underway.</i></p> <p><i>3rd Qtr 09/10: Begin recruitment for SSA budget person.</i></p> <p><i>4th Qtr 09/10: Budget analyst position filled.</i></p> <p><i>1st Qtr 10/11: Hiring freeze ordered effective August 30, 2010.</i></p> <p><i>27 staff vacancies exist, 22 of which are CPEI positions.</i></p> <p><i>2nd Qtr 10/11: Board submits exception requests to hire staff. All board requests denied by agency.</i></p> <p><i>Board initiates recruitment for non pharmacists positions via the DCA internal hiring process.</i></p> <p><i>3rd Qtr 10/11: Board resubmits exemption requests to hire 8 staff.</i></p> <p><i>Board continues to recruit for non pharmacist positions via the DCA internal hiring process.</i></p> <p><i>As of March 31, 2011 the board has 24.5 vacant positions.</i></p> <p><i>4th Qtr 10/11: As of July 1, 2011 board has 20 vacant positions.</i></p> <p><i>1st Qtr 11/12: Hiring freeze remains in effect.</i></p> <p><i>Board has 27 vacant positions.</i></p> <p><i>3rd Qtr 11/12: Board continues to fill vacancies as quickly as possible.</i></p> <p><i>As of April 1, 2012 the board has 14 vacant positions.</i></p> <p><i>4th Qtr 11/12: Board fills 3 vacant inspector positions.</i></p>

	<p>3. Perform annual performance and training assessments of all staff.</p> <p><i>1st Qtr 08/09: Complete annual performance review on 25% of staff.</i></p> <p><i>3rd Qtr 09/10: Management perform probation reports and annual performance for 20 staff.</i></p> <p><i>4th Qtr 09/10: Management performs probation reports required as part of hiring process.</i></p> <p><i>1st Qtr 10/11: Management performs probation reports required as part of hiring process.</i></p>

Objective 5.3	Succession planning and workforce retention.
Measure:	Secure enhanced training of staff to improve job proficiency.
Tasks:	<p>1. Identify training for staff development.</p> <p><i>1st Qtr 08/09: Supervising Inspector Nurse and Assistant Executive Officer accepted into Department of Consumer Affairs Management Academy. Both complete course.</i></p> <p><i>2nd Qtr 08/09: Supervising Inspector Dang accepted into Department of Consumer Affairs Management Academy.</i></p> <p><i>3rd Qtr 08/09: Supervising Inspector Dang completes Academy training. Assistant Executive Officer Sodergren works with Department of Consumer Affairs training office on a mentoring program for the department.</i></p> <p><i>4th Qtr 08/09: Staff participate in team building exercises led by Department of Consumer Affairs training office and TCT.</i></p> <p><i>3rd Qtr 09/10: Two board managers attend supervisory training. One board manager accepted into Department of Consumer Affairs Management Academy. Assistant Executive Officer develops training materials for departments newly developed Enforcement Academy. Enforcement staff attend report writing class.</i></p> <p><i>4th Qtr 09/10: Board manager completes DCA Management Academy. Board staff attends training on new server software.</i></p> <p><i>2nd Qtr 10/11: Nine staff accepted into National Certified Investigator/Inspector Training to begin February 1, 2011.</i></p> <p><i>3rd Qtr 10/11: Staff complete National Certified Investigator/Inspector Training.</i></p> <p><i>4th Qtr 10/11: All training requiring travel is cancelled by department.</i></p>

Objective 5.4	Implement 10 strategic initiatives to automate board processes by June 30, 2011.
Measure:	Number of strategic initiatives implemented to automate board processes.
Tasks:	<ol style="list-style-type: none"> Implement automated applicant tracking (ATS). <i>1st Qtr 08/09: Full implementation of ATS achieved in 2007/2008. Staff continue to seek program changes as necessary.</i> Implement online license renewal and application submission features (I-Licensing). <i>1st Qtr 06/07: Interim Executive Officer Herold put on Department of Consumer Affairs' executive sponsor committee for this project.</i> <i>2nd Qtr 06/07: The board meets with design staff to assure necessary program components are part of system specifications. The state's budget allocates \$50,000 this year for development activities.</i> <i>3rd Qtr 06/07: Board executive officer continues as a member of the department's Executive Steering Committee as an executive sponsor. Work is focused on securing vendors for the project. Staff changes at DCA may delay implementation.</i> <i>4th Qtr 06/07: Board executive officer continues as a member of the department's Executive Steering Committee as an executive sponsor. Work is focused on securing vendors for the project. Project delayed due to contracting issues for service vendors six to nine months. DCA hires additional staff for I-Licensing project. Implementation for board programs delayed until mid-2009.</i> <i>1st Qtr 07/08: Board executive officer continues as a member of the department's Executive Steering Committee as an executive sponsor. Work is focused on securing vendors for the project. Project delayed due to contracting issues for service vendors six to nine months due to loss of all key DCA staff.</i> <i>2nd Qtr 07/08: Licensing staff review all board applications to conform to system requirements. Integrated work team formed of board staff to work closely with I-Licensing conversion, a major workload. DCA's new staff in place, work on securing I-Licensing vendor resumes. Executive Officer continues on executive steering committee.</i> <i>3rd Qtr 07/08: Department works on securing vendors. Board is up to date in performing implementation components.</i> <i>4th Qtr 07/08: Delays continue to plague I-Licensing. New implementation date for board is now mid 2010.</i> <i>1st Qtr 08/09: Board executive officer attends Steering Committee Meeting and conveyed boards concerns about continued delays of implementation.</i> <i>3rd Qtr 08/09: Project undergoes additional delays due to need to revise Request for Proposal and new staff hired to implement project.</i> <i>4th Qtr 08/09: Department of Consumer Affairs hires new staff to implement project. Request for Proposal prepared for release in next fiscal year.</i> <i>2nd Qtr 09/10: Project rethought, revamped, and re-contracted.</i> Integrate telephone features to improve board services without adding staff resources. <i>1st Qtr 06/07: Phone system modified to allow "zeroing out" early in telephone message so consumers can reach a live operator more quickly.</i> <i>3rd Qtr 07/08: Added Call Pilot feature to licensing and renewal phone lines that automatically places a copy of the call log into the appropriate staff's email. This saves time and improves customer service.</i> <i>4th Qtr 07/08: Conference line used to coordinate inspector staff meetings without need to travel to meeting.</i>

	<p><i>2nd Qtr 09/10: Staff work with the department to secure reports to better manage phone systems. Work will continue in next quarter.</i></p> <p><i>3rd Qtr 09/10: Management staff continue to advocate changes to telephone system to better meet caller needs.</i></p> <p>4. Use the department's newly created "ad hoc" system to generate data for reports.</p> <p><i>1st Qtr 07/08: Three staff trained in using enforcement or licensing reports.</i></p> <p><i>2nd Qtr 07/08: Board begins to use reports for management.</i></p> <p><i>4th Qtr 07/08: Staff use reports to:</i></p> <ul style="list-style-type: none"> <i>• Track unpaid citations</i> <i>• Track cite and fine aging</i> <i>• Find citations by violation type, such as prescription errors</i> <i>• Pull special cite and fine statistics upon request</i> <i>• Pull list of recently licensed pharmacists for wall certificates</i> <i>• Pull list of change of ownership applications for received dates</i> <i>• Develop ad hoc for licensing applicant tracking</i> <i>• Pull pending applications list for application inventory</i> <i>• Pull licensing information for sites required to report to CURES and send to the CURES vendor weekly</i> <i>• Pull enforcement case statistical data regarding received, pending and closed cases to report workload and status information monthly to management and quarterly to the board</i> <i>• Pull various enforcement statistical reports used to compile the Boards annual statistical profile report and quarterly strategic plan updates</i> <i>• Pull special ad hoc reports created to gather information specifically requested under the public records act</i> <i>• Pull case aging data for application investigations, complaint investigations and AC cases</i> <p><i>3rd Qtr 09/10: Several staff trained in report functionality.</i></p> <p>5. Secure equipment needed to perform staff duties optimally.</p> <p><i>1st Qtr 08/09: Staff work with department to eliminate delay resulting from staff shortages in department's IT, delaying production of a new "image" of software for new computers.</i></p> <p><i>2nd Qtr 08/09: Completed rollout of new computers.</i></p> <p><i>4th Qtr 08/09: New PDAs purchased for some staff with worn out equipment.</i></p> <p><i>2nd Qtr 09/10: Office reconfigured to establish workspace for 5 new positions.</i></p> <p><i>4th Qtr 09/10: Board submitted equipment request to department for new staff.</i></p> <p><i>1st Qtr 10/11: All purchase order requests suspended until budget is enacted.</i></p> <p><i>3rd Qtr 10/11: Governor issued an executive order calling for a reduction in the number of state issued cell phones. Department required 50% reduction by program. Inspectors retain BlackBerries, but board managers BlackBerries surrendered. Contingency plans need to be developed.</i></p> <p><i>4th Qtr 10/11: Board staff work with department to secure exemption to purchase blackberries for new field staff.</i></p> <p><i>4th Qtr 11/12: Board replaces all inspector laptops and cell phones.</i></p> <p>6. Implement automated program for staff-conducted drug audits.</p> <p><i>4th Qtr 07/08: Automated program developed for drug audits initiated by inspectors.</i></p> <p><i>1st Qtr 08/09: Automated program deployed to office staff assisting with drug audits.</i></p>
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	<p>7. Implement template for drug audits completed by pharmacies.</p> <p>8. Develop template for hospital inspections to identify recalled heparin. (Completed April 2008)</p> <p>9. Participate in Department of Consumer Affairs (DCA) pilot program to achieve scanning of paper files.</p> <p><i>1st - 4th Qtrs 08/09: Staff participate in planning meetings with other DCA staff.</i></p> <p><i>1st - 2nd Qtrs 09/10: Staff participate in planning meetings with other DCA staff.</i></p> <p><i>4th Qtr 09/10: Staff approve feasibility study report developed by the department.</i></p> <p><i>2nd Qtr 10/11: Scanning project consolidated into BreEze system.</i></p>
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Objective 5.5	Provide for communication venues to communicate within the board by June 30, 2011.
Measure:	Number of communication venues to communicate within the board.
Tasks:	<ol style="list-style-type: none"> <p>Continue the Communication Team to improve communication among staff and host biannual staff meetings.</p> <p><i>2nd Qtr 08/09: TCT hosts staff meeting, team building and holiday party.</i></p> <p><i>4th Qtr 08/09: TCT hosts staff meeting and team building.</i></p> <p><i>2nd Qtr 09/10: TCT hosts staff meeting for Sacramento staff, Inspectors have team meetings</i></p> <p><i>2nd Qtr 10/11: TCT hosts various "spirit" activities for staff to keep them engaged.</i></p> <p><i>3rd Qtr 10/11: All staff strategic planning session convened.</i></p> <p><i>TCT hosts lunch at conclusion of session.</i></p> <p>Continue Enforcement Team meetings with board members and enforcement staff.</p> <p>Convene annual inspector meetings to ensure standardized investigation and inspection processes, law and practice updates and earn continuing education credit.</p> <p><i>1st Qtr 08/09: Inspector workshop scheduled.</i></p> <p><i>2nd Qtr 08/09: Inspector meeting convened with Department of Public Health Consultants.</i></p> <p><i>Inspectors have staff meetings for training.</i></p> <p><i>4th Qtr 08/09: TCT hosts staff meeting and team building training.</i></p> <p><i>1st Qtr 09/10: Inspectors meeting where aggressive timelines for case completions put in place.</i></p> <p><i>3rd Qtr 09/10: Inspector meeting held in conjunction with report writing training.</i></p> <p><i>4th Qtr 09/10: One day inspector meeting convened.</i></p> <p><i>3rd Qtr 10/11: Three day inspector meeting convened.</i></p> <p><i>One day inspector meeting convened.</i></p> <p>Transition from paper packets for board meeting materials to e-copies.</p> <p><i>1st-4th Qtrs 08/09: Board members begin transition with some members requesting only e-copies of these packets.</i></p> <p><i>July 2009: Budget restrictions prevent the board from purchasing paper. Board packets released in e-copy form, saving upwards of five boxes of paper.</i></p> <p>Explore electronic voting of mail ballots for disciplinary decisions.</p> <p><i>2nd Qtr 08/09: Meetings convened with Department of Consumer Affairs Information Technology staff to develop system.</i></p> <p><i>1st Qtr 09/10: Meetings resume to develop and pilot test system.</i></p> <p><i>Software licenses purchased.</i></p> <p><i>2nd Qtr 09/10: Approval from outside agencies needed before purchase of software can occur.</i></p> <p><i>3rd Qtr 09/10: Staff advised and order approved. Software not yet received.</i></p> <p><i>4th Qtr 09/10: Software received and testing initiated.</i></p> <p><i>1st Qtr 10/11: Process evaluation begins to determine effectiveness of new process.</i></p> <p><i>2nd Qtr 10/11: Process of e-voting modified slightly. However, results of doing online voting have increased rather than decreased overall voting time.</i></p>

Objective 5.6	Annually conduct at least two outreach programs where public policy issues on health care are being discussed.
Measure:	Number of outreach programs conducted in one year.
Tasks:	<ol style="list-style-type: none"> 1. Outreach programs 2006/2007. <i>Convene subcommittee on Medicare Part D implementation.</i> <i>Convene Workgroup to implement e-pedigree.</i> <i>Host the National Association of Boards of Pharmacy District 7 & 8 Meeting in California.</i> <i>Attends and presents at annual association meetings.</i> 2. Outreach programs 2007/2008. <i>Continue subcommittee on Medicare Part D implementation.</i> <i>Continue workgroup to implement e-pedigree.</i> <i>Initiates public campaign on SB 472 (Corbett) - Standardization of the prescription label.</i> <i>Attends and presents at annual association meetings.</i> 3. Outreach programs 2008/2009. <i>July 2008 Board Meeting focuses on medication errors and prevention.</i> <i>Presentation on sharps disposal before the California Integrated Waste Management Board to a statewide audience in November 2008 and February 2009.</i> <i>Nationwide presentations on implementation of e-pedigree.</i> 4. Professionals Achieving Consumer Trust Summit - November 2008. <i>Board sponsors forum on e-prescribing.</i> <i>Board hosts conference with experts presenting information designing patient-centered prescription container labels.</i> 5. Board provides three presentations at the annual California Pharmacists Association Meeting. 6. Workgroup on E-Pedigree holds March 2009 meeting where presentations made on FDA proposed standards for a unique identification number for serialization, Congressman Buyer's Office on federal legislation, and standards setting by GS1. 7. Executive Officer attends National Association of Boards of Pharmacy Meeting with other state boards of pharmacy. 8. Executive Staff attend Consumer Advisory Council's day-long presentation in San Francisco on substance abuse recovery programs for health care licensees.

	<p>9. Outreach programs 2009/2010.</p> <p><i>Executive Officer gives a presentation on new laws and regulations at the California Society of Health Systems Pharmacists (CSHP) Annual Meeting.</i></p> <p><i>Board Inspectors provide a presentation to the California Pharmacists Association (CPhA) as part of "Compounding Day".</i></p> <p><i>Supervising Inspector Nurse provides information to national narcotics officers and officials at the National Association of Controlled Substances Authority Meeting.</i></p> <p><i>Executive Officer Herold, Board President Schell, and Supervising Inspector Nurse attended California Integrated Waste Management Board Conference and advocated for use of their guidelines for pharmacies and other sites establishing drug "take back" programs.</i></p> <p><i>Executive Officer Herold and several Board Members attended a conference on e-prescribing for practitioners and regulators, hosted by the California Healthcare Foundation.</i></p> <p><i>Executive Officer Herold presents information on e-pedigree to the Healthcare Distribution Management Associations Track and Trace national meeting.</i></p> <p><i>Executive Officer Herold and Board President Schell provides information to subcommittee on drug distribution in hospital meeting hosted by the California Hospital Association.</i></p> <p><i>Executive Officer Herold provides information to CPhA's Long-Term Care Association on prescription container labels.</i></p> <p><i>Executive Officer Herold provides information about drug "take back" to Local 20 Rural County Government representatives.</i></p> <p><i>Presentation on the Medication Error Reporting Systems in California Hospitals, a Presentation by Loriann De Martini, Pharm.D, California Department of Public Health</i></p> <p><i>Presentation by Katherine Ellis of the Department of Justice on the Controlled Substance Utilization Review and Evaluation System Online Access for Pharmacies.</i></p> <p>10. Outreach programs 2010/2011.</p> <p><i>Board holds forum on prescription drug abuse with presentations by the Drug Enforcement Administration.</i></p> <p><i>Executive Officer Herold presented information about preventing medication errors, the Board of Pharmacy's mandate and ongoing projects at a DCA-hosted meeting of consumers in Sacramento. The FDA also provided information during event.</i></p> <p><i>Executive Officer Herold provided information about the board's Intern Fact Sheet Project to students at the University of the Pacific who are working on fact sheets for the board.</i></p> <p><i>Board Vice President Kajioka provided information about the board's consumer materials to a group of 150 consumers at a consumer education event in Assemblymember Hayashi's district.</i></p> <p><i>Executive Officer Herold and Licensing Manager Mitchell provided information about the board's Pharmacist Recovery Program to 90 students at California Northstate School of Pharmacy in Sacramento.</i></p> <p><i>Supervising Inspector Dang provided information about the board's compounding requirements at the CPhA's Compounder's Day meeting in Southern California.</i></p>
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Objective 5.7	Perform succession planning to ensure continuity for board operations during staff retirements.
Measure:	Number of staff trained for advanced duties and promoted.
Tasks:	

Objective 5.8	Respond to all public record requests within 10 days.																																																																																																																																									
Measure:	Percentage response to public record requests within 10 days.																																																																																																																																									
Tasks:	<div>1. Respond to public records requests within 10 days (e.g., license verifications, investigative/disciplinary information, licensing information).</div> <table><thead><tr><th></th><th colspan="2">Qtr 1</th><th colspan="2">Qtr 2</th><th colspan="2">Qtr 3</th><th colspan="2">Qtr 4</th></tr><tr><th>a) License Verifications</th><th>N</th><th>%</th><th>N</th><th>%</th><th>N</th><th>%</th><th>N</th><th>%</th></tr></thead><tbody><tr><td>≤ 10 days</td><td>285</td><td>92%</td><td>282</td><td>92%</td><td>137</td><td>85%</td><td>306</td><td>97%</td></tr><tr><td>11-30 days</td><td>20</td><td>6%</td><td>26</td><td>8%</td><td>25</td><td>15%</td><td>9</td><td>3%</td></tr><tr><td>31 + days</td><td>6</td><td>2%</td><td>0</td><td>0%</td><td>0</td><td>0%</td><td>0</td><td>0%</td></tr><tr><th>b) Disciplinary Information</th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th></tr><tr><td>≤ 10 days</td><td>8</td><td>57%</td><td>2</td><td>67%</td><td>0</td><td>0%</td><td>6</td><td>100%</td></tr><tr><td>11-30 days</td><td>1</td><td>7%</td><td>1</td><td>33%</td><td>2</td><td>100%</td><td>0</td><td>0%</td></tr><tr><td>31 + days</td><td>5</td><td>36%</td><td>0</td><td>0%</td><td>0</td><td>0%</td><td>0</td><td>0%</td></tr><tr><th>c) Other Information</th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th></tr><tr><td>≤ 10 days</td><td>3</td><td>23%</td><td>10</td><td>83%</td><td>4</td><td>40%</td><td>10</td><td>71%</td></tr><tr><td>11-30 days</td><td>0</td><td>0%</td><td>0</td><td>0%</td><td>6</td><td>60%</td><td>4</td><td>29%</td></tr><tr><td>31 + days</td><td>10</td><td>77%</td><td>2</td><td>17%</td><td>0</td><td>0%</td><td>0</td><td>0%</td></tr></tbody></table> <div>2. Respond to subpoenas within the timeline specified.</div> <table><thead><tr><th></th><th>Qtr 1</th><th>Qtr 2</th><th>Qtr 3</th><th>Qtr 4</th></tr></thead><tbody><tr><td>Subpoenas Received</td><td>7</td><td>1</td><td>2</td><td>4</td></tr><tr><td>Responded within required time</td><td>3</td><td>0</td><td>1</td><td>3</td></tr><tr><td>Not responded to within required time</td><td>4</td><td>1</td><td>1</td><td>1</td></tr></tbody></table> <div>3. Respond to specific requests for data reports list.</div> <div>1st Qtr 09/10: Submit agency statistical profile summarizing data for 2008-2009. Submit monthly report to director's office that highlights major activities of board licensing and enforcement statistics. Data for Department of Consumer Affairs' annual report submitted.</div> <div>3rd Qtr 09/10: Department initiates monthly enforcement reporting.</div> <div>4th Qtr 09/10: Board submits monthly enforcement reporting.</div>		Qtr 1		Qtr 2		Qtr 3		Qtr 4		a) License Verifications	N	%	N	%	N	%	N	%	≤ 10 days	285	92%	282	92%	137	85%	306	97%	11-30 days	20	6%	26	8%	25	15%	9	3%	31 + days	6	2%	0	0%	0	0%	0	0%	b) Disciplinary Information									≤ 10 days	8	57%	2	67%	0	0%	6	100%	11-30 days	1	7%	1	33%	2	100%	0	0%	31 + days	5	36%	0	0%	0	0%	0	0%	c) Other Information									≤ 10 days	3	23%	10	83%	4	40%	10	71%	11-30 days	0	0%	0	0%	6	60%	4	29%	31 + days	10	77%	2	17%	0	0%	0	0%		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Subpoenas Received	7	1	2	4	Responded within required time	3	0	1	3	Not responded to within required time	4	1	1	1
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≤ 10 days	3	23%	10	83%	4	40%	10	71%																																																																																																																																		
11-30 days	0	0%	0	0%	6	60%	4	29%																																																																																																																																		
31 + days	10	77%	2	17%	0	0%	0	0%																																																																																																																																		
	Qtr 1	Qtr 2	Qtr 3	Qtr 4																																																																																																																																						
Subpoenas Received	7	1	2	4																																																																																																																																						
Responded within required time	3	0	1	3																																																																																																																																						
Not responded to within required time	4	1	1	1																																																																																																																																						